



July 6, 2005

[The Logistics of Strategic Wireless Planning](#)

[Logan Peak Improvements](#)

[Customer Service Standards](#)

The Logistics of Strategic Wireless Planning

By Boyd Webb, Strategic Network Planner

Of the many tasks I've completed in the fourteen some odd years I've worked for the State of Utah, none are more important to me than the morning I sat quietly in my office at 2:30 a.m. waiting for Mr. Floyd Ritter to arrive. I had previously heard rumors about how my co-worker would clock-in around 4:00 a.m. and I simply had to see it for myself. If true, I also felt the compelling urge to beat that ridiculously early arrival at least one time in my career -for bragging rights alone.

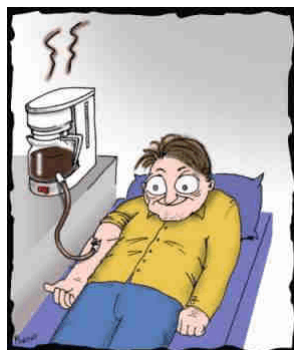
So there I was on the 6th floor of the State Office Building, waiting anxiously in the dark, long before sunrise. As rumored Floyd arrived just minutes after 4:00 a.m. He looked somewhat uncomfortable with the fact that I was already there (which frankly added value to the whole experience for me) and then he abruptly sat down to begin just another day at the office.

If the truth be told, I was flat hammered by early afternoon and I swore never, for any reason, to start work that early again. Nevertheless I was genuinely impressed that a man nearly twice my age would consistently show up that early, and then work late into the evening, everyday without a hint of slowing down. I wasn't about to admit it, but I wasn't sure I could have kept pace with Mr. Ritter when I was in the prime of my youth.

My professional experience, before moving into the network planning group, was that of a wireless field engineer. The range of my responsibilities included climbing towers, off road driving, flying around in helicopters, and occasionally repairing something. I was especially good at repairing things that weren't broken... yet. Providing technical service for critical public safety infrastructure can be stressful at times, but overall it really is quite simple. Things break, someone calls, you respond, you call someone who actually knows what they are doing, and then you fix it; just like that.

Wireless planning is a whole different ball game. From my perspective, it really is quite different to play a key role in decisions about things like which product to purchase and which vendor to use. I enjoy my work now, but it was a lot less complicated when I still had the luxury of blaming "the planners" for things that didn't work. Now I frequently open my eyes at 4:00 a.m. with Eupin

connectors and Andrews cable on my mind, or trying to remember the expiration date on that very critical FCC license that I was going to renew when I found a minute. And who would have guessed we could operate on that frequency without authorization for so long without detection? If that weren't enough I have now taken to experimenting with a ouija board in hopes that I will one day unravel the mystery hidden deep within our own accounting process.



Not that Floyd Ritter and I always agree, but more and more now, I just feel like showing up at 4:00 a.m., working 16 hours a day, and pouring myself another cup of coffee.

Logan Peak Improvements

By Doug Chandler

The Logan Peak communications site is getting a rather expensive make over this year. Road realignment, new generator, a larger front door to get the generator through, and larger propane tanks to keep the generator running longer.

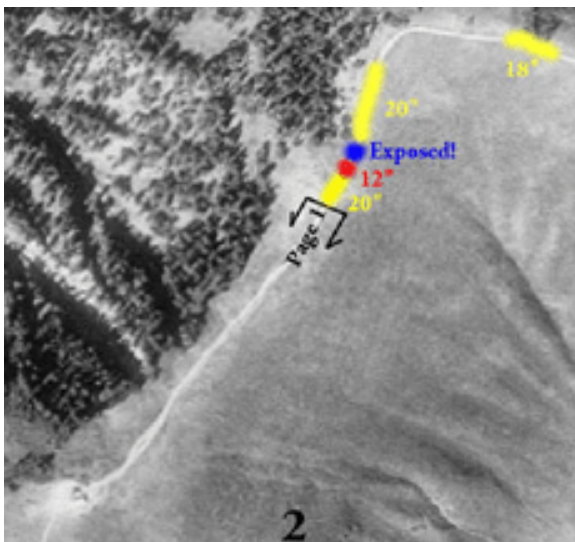


Logan Peak Site

During the late Jurassic period of communications site development (1987), The Logan Peak communications site was born. Like all mountaintop radio sites, it was picked because you can see at least three continents from it's not quite perpetually snow-capped peak. Located on US Forest Service land, the Logan Peak facility sits at an elevation of 9,700 ft.

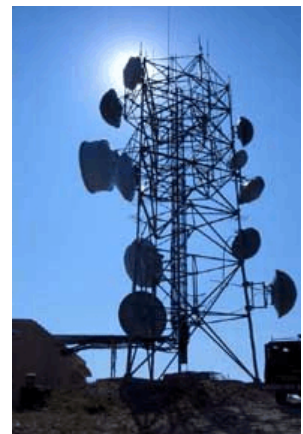


Logan Peak Equipment Room



Logan Pk. Satellite Image with Power Line Depths

One thing that is unique (and expensive) about the site, is the buried 7,200 Volt power cable that traverses more than a dozen miles along, and often under, the road from the canyon highway turnoff. The initial installation of the power line cost nearly \$300,000, bringing the site installation past the \$400,000 mark. In the fall of 2000, we hired a crew to walk along the power line and document the depth of the buried power line on a series of 58 satellite images (one pictured at left). Much of the cable was shallower than 20", and a few spots were even exposed above ground. UDOT was unable to help, explaining that they are not equipped for off-road



Logan Peak Tower

maintenance. UP&L would not even give us a quote for taking over ownership of the power line. The US Forest Service has been working with us for the last several years on a plan to repair and realign the road using state dollars and Forest Service Road Crews.

Let me know if you'd like to see an article on a communications site in your area.

Customer Service Standards

By Doug Chandler

Soon after starting as the manager of the Wireless Services Group, I initiated customer service training. The course was provided by the University of Utah and was highly interactive. Based mostly on our own personal experiences as customers, we developed the inevitable 'Top Ten' list of customer service standards for Wireless Services. I hope your interactions with our technicians are reflecting these ideals:

Customer Service Standards

1. **Be sensitive to customer needs**
 - a. Listen to customer
 - b. Be mindful of body language - yours and the customer's
 - c. Don't demean customers - be tactful
 - d. Repeat back problems and ask questions
 - e. Involve customers (if they want to be)
 - f. Keep customer updated
2. **Be responsible**
 - a. Take ownership
 - b. Follow up on unusual cases and delays
 - c. Return calls quickly
3. **Be reachable**
4. **Be honest with customer**
5. **Bullet-proof warranty - customer satisfaction at any cost**
6. **Do something unexpected (above and beyond)**
7. **Provide fast service - consistently**
8. **Don't promise what you can't deliver**
9. **Minimize repeat repairs**
10. **Anticipate need for service (preventive maintenance)**

Calendar

UCAN Meeting

Tuesday July 19, 2005
2:00 p.m. - 4:00 p.m.
Location: VECC
5360 South 5885 West
Salt Lake City

911 Committee

Thursday July 21, 2005
10:00am - Noon
Rampton Complex
4501 South 2700 West
UHP Large Conference Room

Utah Sheriff's Association 10th Annual Conference and Exposition

St. George Dixie Center

September 11-13

[Conference Link](#)

Editor

Doug Chandler, ITS Wireless Services

(801) 965-4538

dchandler@utah.gov